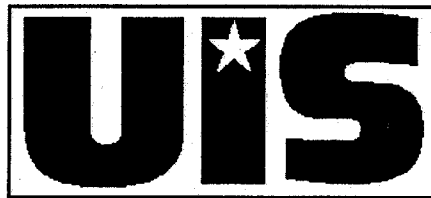


PROMPTNESS & WORKLOAD REPORT

REGULAR STATE UI APPEALS

FOURTH QUARTER FISCAL YEAR 1996



**Office of Program Management
Division of Program Dev. & Impl.
November 1996**

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FOURTH QUARTER FISCAL YEAR 1996

SUMMARY

The National average for lower authority appeals promptness performance was 12 percentage points above the 60% criterion, a decline of 2.2 percentage points from the previous quarter. Fewer lower authority appeals were decided than were filed during the quarter resulting in a 9.6 percent increase in the number of pending cases. The ratio of pending cases to the average number of cases decided per month during the quarter was 1.051, which is close to the optimum; and promptness performance remained 7 to 12 percentage points above both criteria in the Secretary's Standard.

Higher authority appeals performance showed a decline during the quarter. The National average was 13.2 percentage points above the 40% criterion, but 3.3 percentage points below the 80% criterion. About 3,600 more higher authority appeals were decided than were filed during the quarter, which resulted in a 12% decline in the number of pending cases. The decline in the number of pending cases is a positive indicator. However, there still needs to be considerable reduction in the number of pending higher authority cases because the ratio of the number of pending cases to the average number of cases decided per month was 1.882, which is considerably more than the optimum of 1.000.

LOWER AUTHORITY APPEALS

30-Day Promptness Performance

- o The National average for performance at the 30-day level for the quarter was 72.0%. This was 12.0 percentage points above the criterion (60.0%), 2.2 percentage points lower than the previous quarter, and 1.3 percentage points higher than the same quarter in FY 95.
- o Eight States did not meet the 30-day criterion for the quarter, two fewer than in the previous quarter. Three States, Connecticut, Kansas, and Ohio, were fairly close to meeting the criterion with performance above 50% in 30 days.
- o Three States, New Hampshire, Puerto Rico, and Virgin Islands, were more than 30 percentage points below the criterion.

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45-Day Promptness Performance

- o The National average for performance at the 45-day level for the quarter (87.7%) was 7.7 percentage points above the criterion (80.0%), 1.3 percentage points lower than in the previous quarter, and 0.5 percentage points lower than during the same quarter in FY 95.
- o Seven States did not meet the 45-day criterion for the quarter, one more than in the previous quarter. Four States, Connecticut, New Hampshire, Ohio, and Wisconsin, were fairly close to meeting the criterion with performance above 70% in 45 days. The Virgin Islands was more than 30 percentage points below the criterion.

Workload

- o Nationally, the number of pending cases increased 9.6% (7,500 cases) during the quarter. The average number of appeals filed per month was about 3,200 more than the average number of decisions per month, which caused the increase in the number of pending cases. The inventory of pending cases (85,200) at the end of the quarter was 1.051 times the average number of cases decided per month, which is fairly close to the optimum of 1.00
- o In 16 States, the number of pending cases was lower than it was at the end of the previous quarter. Four States, Connecticut, Delaware, New Hampshire and Washington, had decreases of more than 25% in the number of pending cases.
- o In 36 States, there were increases in the number of pending cases. Eight States, District of Columbia, Georgia, Idaho, Illinois, Kansas, Kentucky, South Carolina, and Vermont, had increases of more than 30% in the number of pending cases.

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HIGHER AUTHORITY APPEALS

45-Day Promptness Performance

- o The National average for performance at the 45-day level for the quarter was 53.2%. This was 13.2 percentage points above the criterion (40.0%), 3.4 percentage points lower than the previous quarter, and 3.5 percentage points higher than the same quarter in FY 95.
- o Ten States did not meet the 45-day criterion for the quarter, two more than in the previous quarter. Four of these States, Colorado, Montana, New York, and Puerto Rico, were fairly close to meeting the criterion with performance above 30% in 45 days.
- o Two States, District of Columbia and Michigan, were more than 20 percentage points below the criterion.

75-Day Promptness Performance

- o The National average for performance at the 75-day level for the quarter (76.7%) was 3.3 percentage points below the criterion (80.0%), 3.5 percentage points lower than in the previous quarter, and 2.6 percentage points higher than during the same quarter in FY 95.
- o Eleven States did not meet the 75-day criterion for the quarter, the same number as in the previous quarter. Two of those States, Illinois and Montana, were fairly close to meeting the criterion with performance above 70% in 75 days. Four States, California, District of Columbia, Georgia, and Michigan, were more than 30 percentage points below the criterion.

Workload

- o Nationally, the number of pending cases decreased 12% (3,600 cases) during the quarter. The average number of appeals filed per month was about 1,200 fewer than the average number of decisions per month, which caused the decrease in the number of pending cases. The inventory of pending cases (27,800) at the end of the quarter was 1.882 times the average number of cases decided per month. This was an improvement from the

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previous quarter, but is still much higher than it should be.

- o In 30 States, the number of pending cases was lower than it was at the end of the previous quarter. Nine States, Alaska, Colorado, Kansas, Massachusetts, New Hampshire, North Carolina, North Dakota, South Carolina, and South Dakota, had decreases of more than 30% in the number of pending cases.
- o In 19 States, there were increases in the number of pending cases. Two States, Idaho and Tennessee, had increases of more than 30% in the number of pending cases.

A table and graphs showing promptness performance and workload are attached.

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PROMPTNESS DATA

| | <u>Lower Authority</u> | | <u>Higher Authority</u> | |
|--|------------------------|---------------|-------------------------|---------------|
| | <u>30-Day</u> | <u>45-Day</u> | <u>45-Day</u> | <u>75-Day</u> |
| Criterion or DLA | 60.0% | 80.0% | 40.0% | 80.0% |
| National Average | 72.0% | 87.7% | 53.2% | 76.7% |
| Change From Last Qtr. ¹ | -2.2 | -1.3 | -3.4 | -3.5 |
| Change From Year Ago ² | +1.3 | -0.5 | +3.5 | +2.6 |
| No. of States Below ³ Criterion or DLA | 8 | 7 | 10 | 11 |
| Change From Last Qtr. | -2 | +1 | +2 | 0 |
| Change From Same Qtr. Last Year | -2 | 1 | 0 | -4 |

WORKLOAD DATA

| | <u>Lower Authority</u> | <u>Higher Authority</u> |
|---|------------------------|-------------------------|
| Appeals Pend at End of Last Qtr. | 77,700 | 31,600 |
| Appeals Filed During Qtr. | 252,800 | 40,700 |
| Appeals Decisions During Qtr. | 243,200 | 44,300 |
| Appeals Pending at End of This Qtr. ⁴ | 85,200 | 27,800 |
| Percentage Change From Last Qtr. | +9.6% | -12.0% |
| Percentage Change From Last Year | +2.7% | -22.7% |

¹Change From Last Qtr. - The arithmetic difference between the National average for the previous quarter and the current quarter.

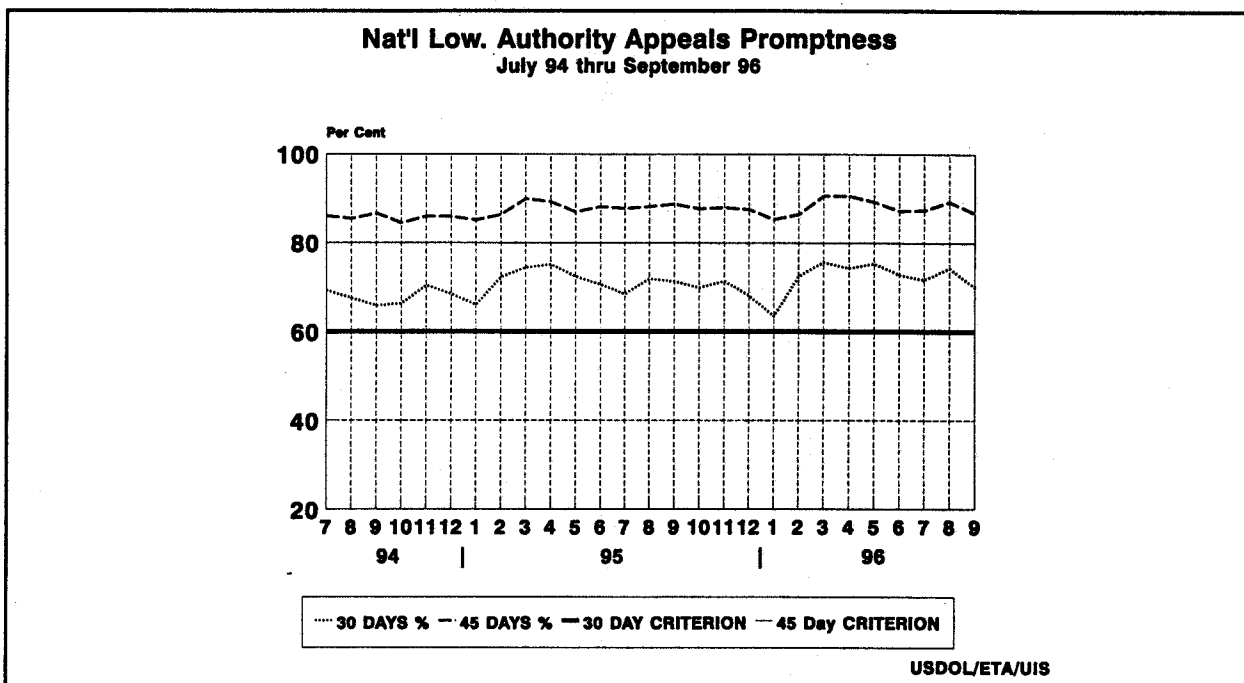
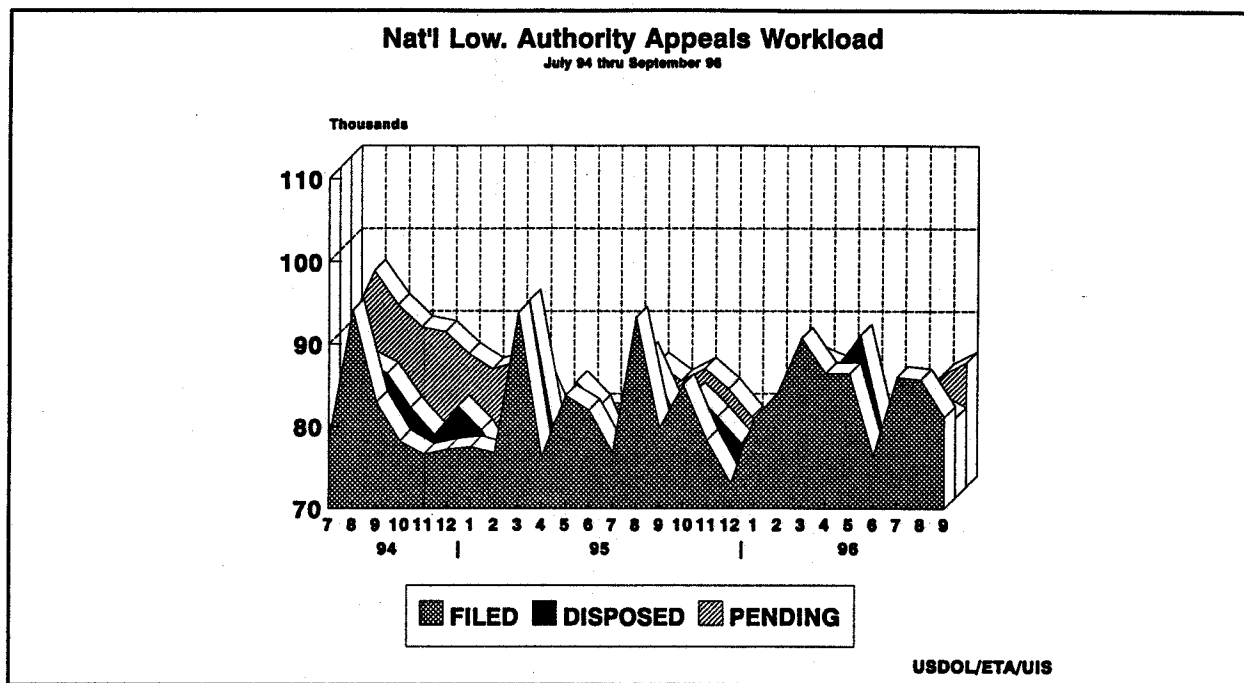
²Change From Last Year - The arithmetic difference between the National average for the same quarter last fiscal year and the current quarter.

³No. of States Below Standard or DLA - The number of States where the average performance for the quarter was below the particular criterion or DLA.

⁴Appeals Pending at End of This Qtr. - The number of single claimant regular State UI appeals pending at the end of the quarter. This number will not necessarily equal the sum of the first two elements minus the third element in this category because appeals disposed of by means that do not meet the definition of "countable" decisions are not included in the "Appeals Decisions" number.

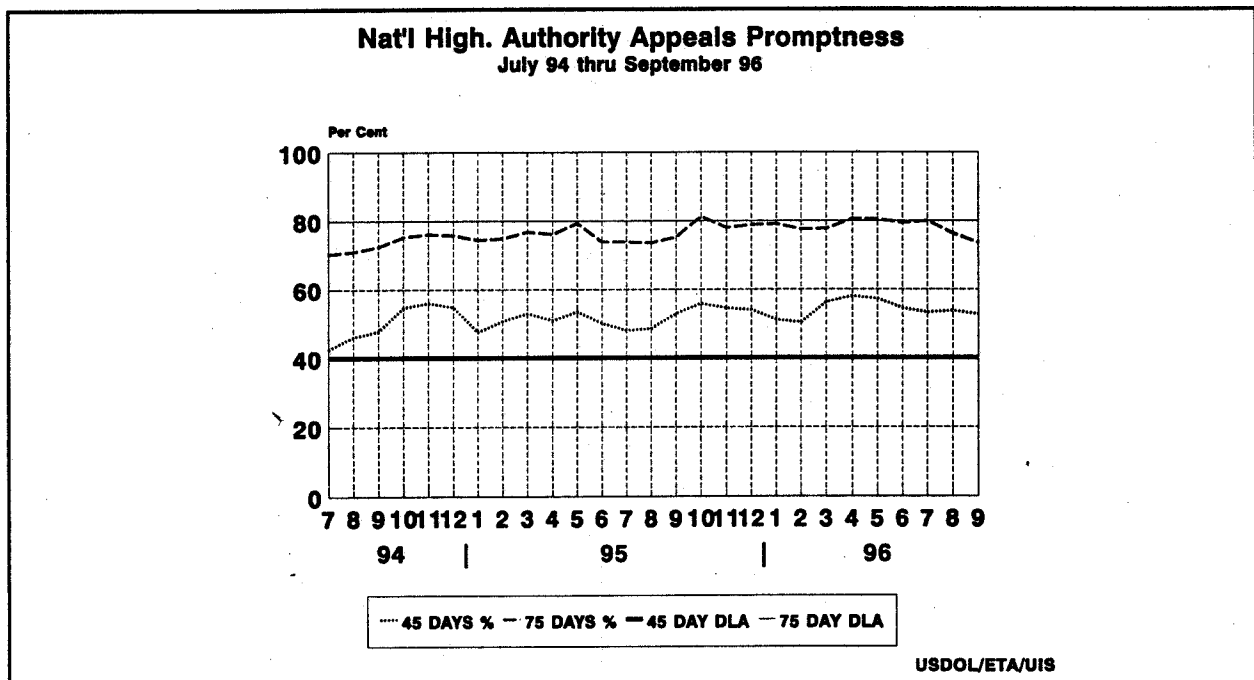
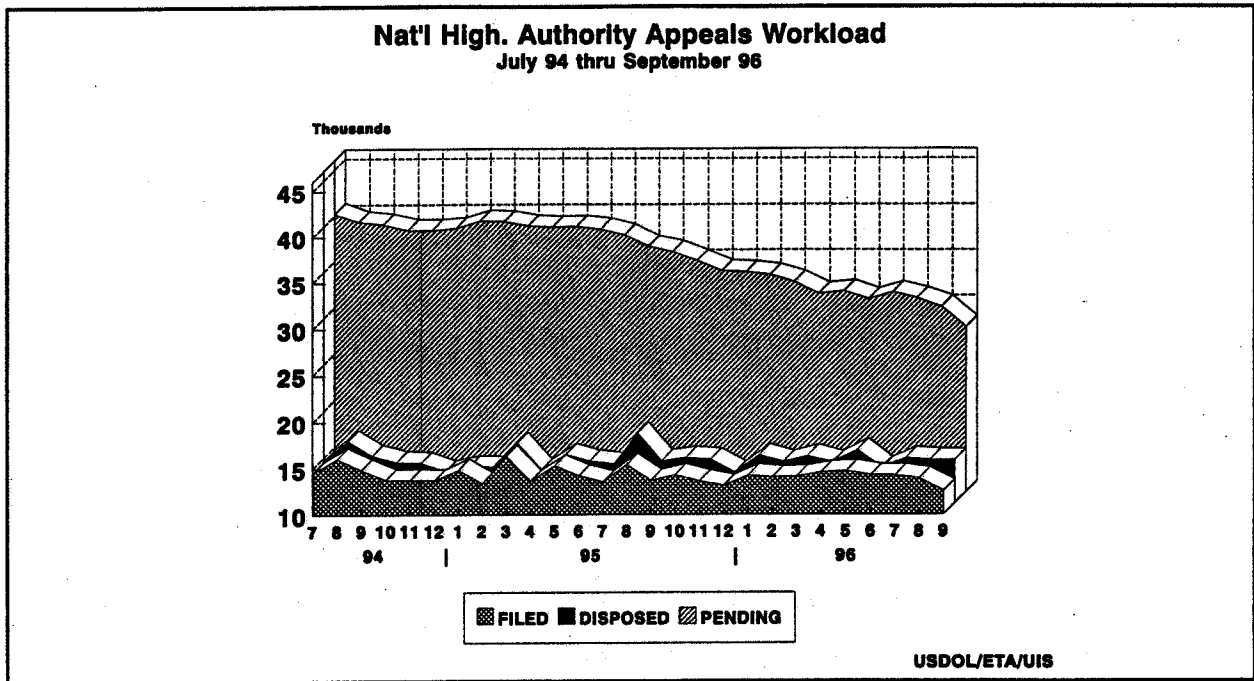
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FOURTH QUARTER FISCAL YEAR 1996

LOWER AUTHORITY APPEALS GRAPHS



STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FOURTH QUARTER FISCAL YEAR 1996

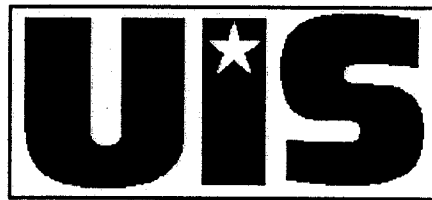
HIGHER AUTHORITY APPEALS GRAPHS



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REGULAR STATE UI APPEALS

FISCAL YEAR 1996



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SUMMARY

Lower authority appeals promptness was generally steady and well above the criteria throughout the year. The inventory of pending cases increased slightly during the year and at the end of year was only slightly above the optimum level. Two States, District of Columbia and Ohio, that had performance problems for several years, exceeded the criterion for 30-Day promptness for the fiscal year. Going into FY 1996 there appear to be only two States, Puerto Rico and Virgin Islands, that have long-term performance deficiencies.

Higher authority appeals promptness was also generally steady throughout the year. It was well above the 45-Day DLA and only slightly below the 75-Day DLA. The inventory of pending cases is still much too high, but it did decline substantially (22.7%) during the year.

LOWER AUTHORITY APPEALS

30-Day Promptness Performance

- o The National average for performance at the 30-day level for the year was 71.7%. This was 11.7 percentage points above the criterion (60.0%), and 1.0 percentage points higher than FY 95.
- o Eight States did not meet the 30-day criterion for the year, one fewer than in FY 95. Four of these States, Connecticut, New Hampshire, Oregon, and Washington, were fairly close to meeting the criterion with performance above 50% in 30 days.
- o Three States, Puerto Rico, South Dakota, and Virgin Islands, were more than 30 percentage points below the criterion. There are indications that improvement can be expected in these States in the coming months.

45-Day Promptness Performance

- o The National average for performance at the 45-day level for the year (88.0%) was 8.0 percentage points above the criterion (80.0%), and 0.8 percentage points higher than in FY 95.
- o Eight States did not meet the 45-day criterion for the year, one more than in FY 95. Five States, Connecticut, Nevada, Ohio, Oregon, and Wisconsin, were

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FISCAL YEAR 1996

fairly close to meeting the criterion with performance above 70% in 45 days.

- o Two States, South Dakota and Virgin Islands, were more than 30 percentage points below the criterion.

Workload

- o Nationally, the number of pending cases increased 2.7% (2,300 cases) during the year. The inventory of pending cases was fairly steady throughout the year. The inventory was 1.040 times the average number of cases decided per month during the year, which is near the optimum of 1.000.
- o In 19 States, the number of pending cases at the end of FY 96 was lower than it was at the end of FY 95. Six States, Alaska, Arkansas, Delaware, Louisiana, Montana, and Nevada, had decreases of more than 30% in the number of pending cases.
- o In 30 States, there were increases in the number of pending cases. Ten States, Alabama, Connecticut, Idaho, Kansas, Michigan, Minnesota, New Mexico, Ohio, South Carolina, and Vermont, had increases of more than 30% in the number of pending cases.

HIGHER AUTHORITY APPEALS

45-Day Promptness Performance

- o The National average for performance at the 45-day level for the year was 54.1%. This was 14.1 percentage points above the criterion (40.0%) and 2.7 percentage points higher than in FY 95.
- o Eight States did not meet the 45-day criterion for the year, one more than in FY 95. Four of these States, Colorado, Florida, Georgia, and New York, were fairly close to meeting the criterion with performance above 30% in 45 days.
- o Two States, District of Columbia and Michigan, were more than 20 percentage points below the criterion.

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75-Day Promptness Performance

- o The National average for performance at the 75-day level for the year (78.5%) was 1.5 percentage points below the criterion (80.0%) and 3.3 percentage points higher than during FY 95.
- o Thirteen States did not meet the 75-day criterion for the year, one fewer than during FY 95. Five States, Colorado, Florida, Indiana, South Carolina, and Virginia, were fairly close to meeting the criterion with performance above 70% in 75 days.
- o Two States, District of Columbia and Michigan, were more than 30 percentage points below the criterion.

Workload

- o Nationally, the number of pending cases declined 22.7% (8,100 cases) during the year. The average number of appeals filed per month during the year was about 700 fewer than the average number of decisions per month, which caused the decrease in the number of pending cases. The inventory of pending cases at the end of the year (27,800) is still very high and was 1.89 times the average number of cases decided per month. These numbers are considerably better than at the end of FY 95.
- o In 25 States, the number of pending cases was lower than it was at the end of FY 95. Ten States, Alaska, Arizona, Colorado, Illinois, Indiana, Kansas, Montana, New York, Oklahoma, and South Dakota, had decreases of more than 40% in the number of pending cases.
- o In 25 States, there were increases in the number of pending cases. Nine States, Arkansas, Georgia, Idaho, Louisiana, Maryland, Mississippi, New Mexico, North Dakota, and Wyoming, had increases of more than 40% in the number of pending cases.

A table and graphs showing promptness performance and workload are attached.

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PROMPTNESS DATA

| | <u>Lower Authority</u> | | <u>Higher Authority</u> | |
|--|------------------------|---------------|-------------------------|---------------|
| | <u>30-Day</u> | <u>45-Day</u> | <u>45-Day</u> | <u>75-Day</u> |
| Criterion or DLA | 60.0% | 80.0% | 40.0% | 80.0% |
| National Average | 71.7% | 88.0% | 54.1% | 78.5% |
| Change From Last Yr. ¹ | +1.0 | +0.8 | +2.7 | +3.3 |
| No. of States Below ² Criterion or DLA | 8 | 8 | 8 | 13 |
| Change From Last Yr. | -1 | +1 | +1 | -1 |

WORKLOAD DATA

| | <u>Lower Authority</u> | <u>Higher Authority</u> |
|--|------------------------|-------------------------|
| Appeals Pend at End of Last Yr. | 82,900 | 35,900 |
| Appeals Filed During Yr. | 994,400 | 167,600 |
| Appeals Decisions During Yr. | 982,400 | 176,100 |
| Appeals Pending at End of This Yr. ³ | 85,200 | 27,800 |
| Percentage Change From Last Yr. | +2.7% | -22.7% |

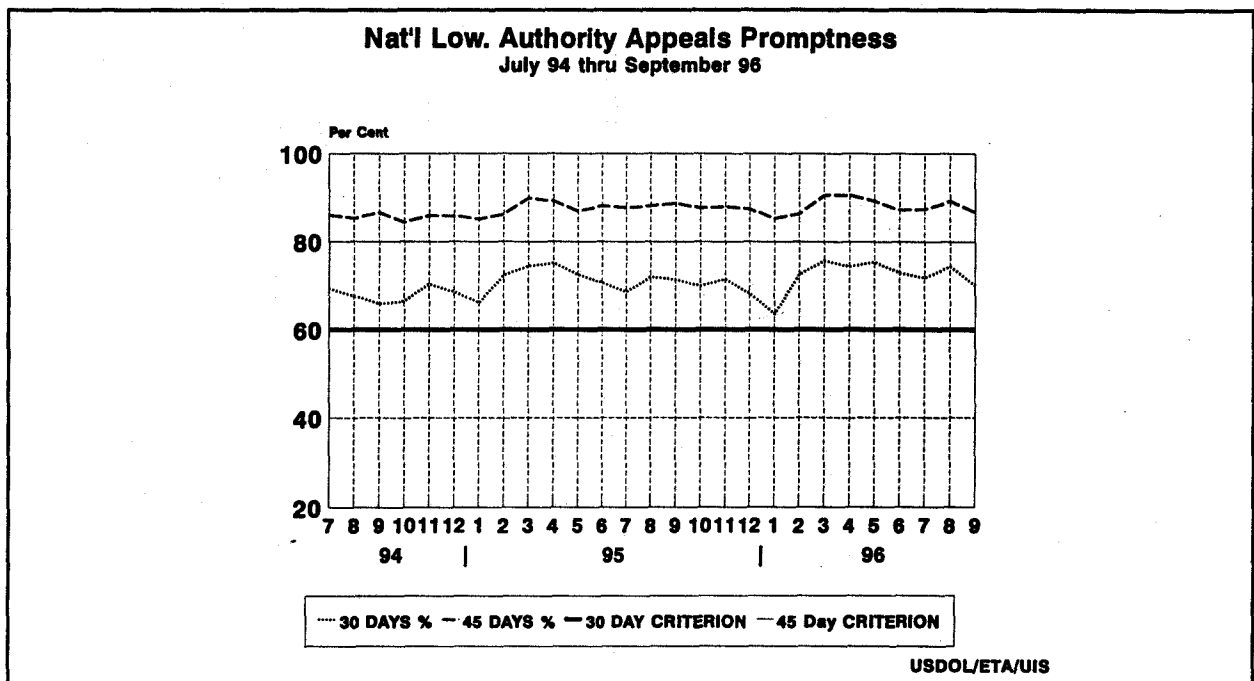
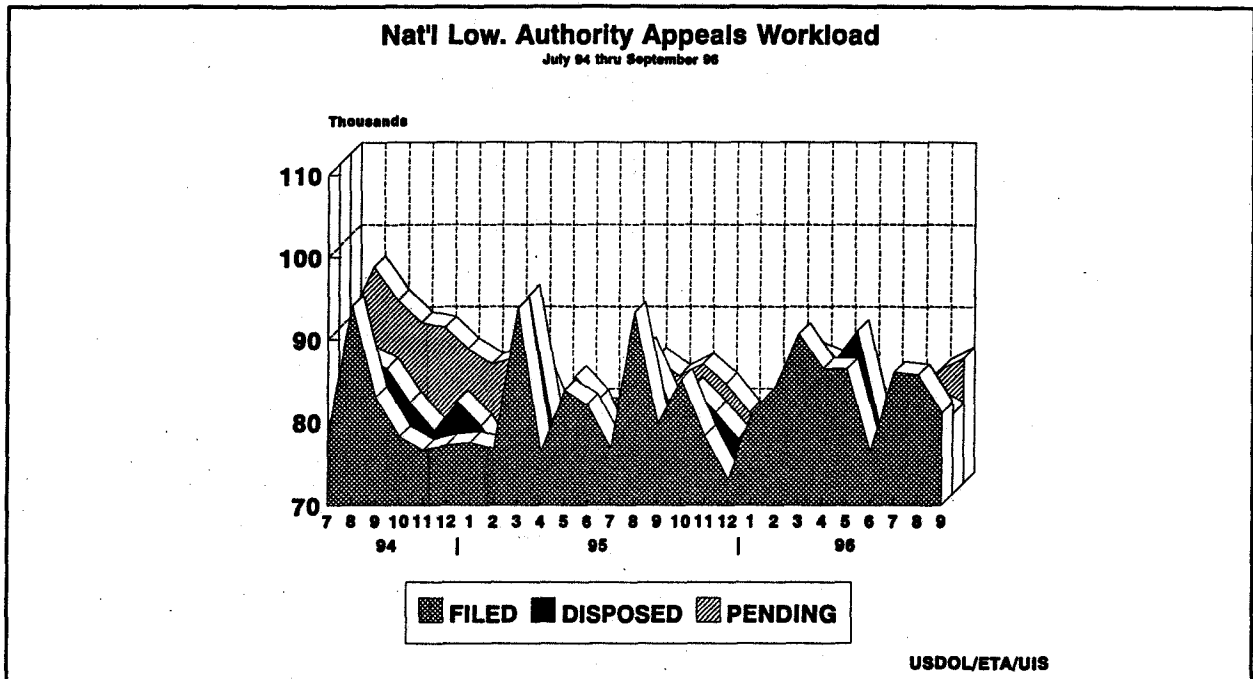
¹Change From Last Yr. - The arithmetic difference between the National average for the previous fiscal year and the current fiscal year.

²No. of States Below Standard or DLA - The number of States where the average performance for the fiscal year was below the particular criterion or DLA.

³Appeals Pending at End of This Yr. - The number of single claimant regular State UI appeals pending at the end of the fiscal year. This number will not necessarily equal the sum of the first two elements minus the third element in this category because appeals disposed of by means that do not meet the definition of "countable" decisions are not included in the "Appeals Decisions" number.

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LOWER AUTHORITY APPEALS GRAPHS



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HIGHER AUTHORITY APPEALS GRAPHS

